

WEB PORTAL USER GUIDE

A step to step guide on how to shop online at Cash and Carry to get all your shopping needs.

www.cashandcarrywa.com.au

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REGISTERING FOR ONLINE ORDERING

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Register here

 For Microsoft Explorer users, open site by entering www.cashandcarrywa.com.au in your address bar on your browser. Safari users may need to type in http://www.cashandcarrywa.com.au to access the site.

REGISTER FOR ONLINE ORDERING.

- Select which service you will be requiring CWA (Cash & Carry) Enter your details as prompted
- Click on 'SUBMIT' to complete the registration.

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Contact Name	l.	

LOGGING ON THE WEB SITE

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Cash & Carry	
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If you are not registered for online ordering	

- Click on the Login section, enter your 'CWA' customer id for Cash & Carry members.
- For customer ID enter:
 10 digit CWA Customer Number.
- Enter the Temporary Password received via email (you will be prompted to change the password when you first log in).
- Click on the **'arrows'** to log in.



ORDERS HOME PAGE

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The view on this page is controlled by the headings on the left hand side of the screen.

- View (Shopping Basket)
 details of your current order (i.e. item, quantity and price).
- Customer Profile
 - change any details given upon registration.
- Saved Shopping List
 - view and add to shopping basket previously saved shopping lists.
- Aggregate List of Products
 - View list of items you have ordered over the past 90 days.
- Order History
 - View and add to shopping basket previously submitted orders.

GENERATING AN ORDER



- Click ORDER PRODUCTS on the left hand side.
- This will display the methods of generating an order online:
 - Search all products
 - Browse products
 - Load a previously saved list
 - Quick order form
 - Aggregate product list

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SEARCH ALL PRODUCTS

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- Typing any keyword or product code in the SEARCH PRODUCTS field, located on the top right corner will give you the closest match of products available to you (e.g.: type 'B/GOLD' in the search field then click 'GO').
- You have the choice to specify your search by typing in the sub commodity description or item code in fields above the commodities listing.
- Select products by entering a quantity under the cartons or units column, then click 'ADD TO BASKET' to update your shopping basket.

BROWSE PRODUCTS BY COMMODITY

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				1000					1.000

- Click on **ORDER PRODUCTS**.
- Product commodities are listed on the left hand side. Click on these links to display the sub commodities.
- Click on a sub commodity to display an alphabetical list of products available.
- Select products by entering a quantity under the cartons or units column, then click 'ADD TO BASKET' to update your shopping basket.

QUICK ORDER

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a Tanas in Prine							

If you know the product code, the quick order screen allows fast order entry.

- Enter the 6 digit product code and quantity in either cartons or units.
- Click **'ADD TO BASKET'** to update your shopping basket.

Please be aware that not all products are available in units.

SHOPPING LISTS

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Shopping lists can be saved and reused as a time saving tool for ordering commonly stocked lines.

To create and save a list/template:

- Search and add the desired products to your basket.
- Click on **SHOPPING BASKET** > **'VIEW'** on the left hand side.
- In the **'SAVE SHOPPING LIST AS:'** field, type your shopping list name and then click on **'SAVE'**.

SHOPPING LISTS CONT:

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To view a saved shopping list:

- To view a saved shopping list, click on ORDER STATUS then SAVED SHOPPING LISTS.

SHOPPING LISTS CONT:



Edit a Saved Shopping List:

- Adding products to an existing Shopping List:
 - Search the product/products required.
 - Select the product(s) by clicking on the box under the ADD TO SHOPPING TEMPLATE column.
 - Select the **SHOPPING LIST ID** you wish to add the products to.
 - Click on ADD TO SHOPPING LIST.
 - Products will be added to the end of your saved shopping list.

SHOPPING LISTS CONT:

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Delete a product from a Saved Shopping List:

- Select the Shopping List by clicking on the name.
- Select the product(s) you wish to delete by clicking on the box under the **DELETE PRODUCT** column.
- Click on DELETE FROM SHOPPING LIST.

RE-SEQUENCING

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Re-sequencing a saved Shopping List:

Saved shopping lists can be re-sequenced into any desired order (e.g. to fit the layout of your store).

Select the Shopping List by clicking on the name.

- Click on **RE-SEQUENCE LIST**.
- Re-number the products in the order you wish for them to appear, then click on **RE-SEQUENCE LIST**.
- The Shopping List should now appear in the new sequence.





AGGREGATE LIST OF PRODUCTS



The Aggregate List of Products display all products purchased over the last 90 days. This list can also be used to create an order.

Promotions

- The promotion link will appear if your buying group has promotional batches loaded. In this example, you can see this customer only has redspot specials.
 - Click on the promotional batch to view products.
 - The standard price is in red and the promotional price appears in black.

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SUBMITTING AN ORDER

- When you have finalised your selection, click on SHOPPING BASKET > 'VIEW' to view your order.
- Click on 'PLACE ORDER' to submit your shopping basket.

Credit Customers:

- Your order details will be displayed.
- Type in a reference (Note: This is for your reference of the order only).
- Click on 'CONFIRM ORDER' to finalise.
- The order is sent to the branch for processing and you will receive a 6 digit web order ID.

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Cash Customers:

- Your order details will be displayed.
- Select how you would like to process the order:
 - Print Order Only
 - Assemble Order
 - Deliver Order
- Click on 'CONFIRM ORDER' to finalise.
- The order is sent to the branch for processing and you will receive a 6 digit web order ID.

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ORDER HISTORY

- By clicking on ORDER HISTORY you can view previous orders you have placed and the date of dispatch.
- You can place orders previously submitted by clicking on 'LOAD' if you are in the ORDER STATUS page or 'MOVE TO BASKET' if your are in the ORDER HISTORY page.

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REPORTING



- By clicking on **REPORTING** you can view your product purchase history.
- This opens a new screen that allows you to view details about previous products ordered over the last 13 months.

Please contact your local branch in regards to the following:

- Order requests and queries
- Delivery & return policy queries
- Payment organisation method
- Product availability
 - Re-activating your account

WESTERN AUSTRALIA	PHONE	FACSIMILE
Balcatta	08 9344 7411	08 9344 3182
Bunbury	08 9780 1500	08 9780 1501
Canning Vale	08 9311 6222	08 9311 6221
Kewdale	08 9359 9400	08 9359 9401

www.cashandcarrywa.com.au



Please contact Cash & Carry Online Ordering Assistance for all shopping online queries

Cash & Carry 02 9751 8295

Business Hours Monday to Friday 8:00am – 4:30pm (Sydney Times)

www.cashandcarrywa.com.au